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ROADMAP: Setting the Course for Family and Patient Involvement in Their Plan of Care

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Published In/Presented At

Holleran, K. (2012, October 29). *ROADMAP: Setting the course for family and patient involvement in their plan of care.* Presented at: Research Day 2012: Transforming Culture Through Evidence-Based Practice, Lehigh Valley Health Network, Allentown, PA.

Larsen, B. (2014. May 17-20). Poster presented at: The National Association of Orthopedic Nursing, Las Vegas, NV.

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ROADMAP:

Setting the Course for Family and Patient Involvement in Their Plan of Care

Kristina Holleran, BSN, RN, CMSRN

Patient Care Specialist, 6 Kasych

A PASSION FOR BETTER MEDICINE."





Patient-Centered Experience (PCE)

Journey of Growth 2006

PCE 2016 Vision Statement

Project #13- Patient Plan of Care

ROADMAP- Review of All Daily Medical Actions and Plans

Patient-Centered Experience Project Structure

Tom Whalen, MD Chief Medical Officer Terry Capuano
Chief Operating Officer

Revised 04/2/12

Jim Prowant Associate Executive Director Operations-LVPG Anne Panik Senior Vice President Patient Care Services

Jim Geiger Senior Vice President Operations LVH-17th St.

PCE Implementation Team (LVHN Representatives)

PCE Advisory Council (Community Representatives)

PCE PROJECTS

PROJECT 18: Staff

Identification

Leadership: C. Davidson C. Vose

Start: 09/01/09 End: 12/31/12 PROJECT 20: Captain of the Ship

Leadership: D. Bitetto, MD D. Harrison, MD

Start: 01/01/11 End: 09/30/12 PROJECT 22: HCAHPS 7 Projects

Leadership: J. Geiger

B. Hardner

L. Siegle Start: 01/01/12

End: 06/30/13

PROJECT 22: HCAHPS

7 Projects

A. Responsiveness Hosp. Staff

B. Hospital Environment

C. Medication Communication

D. Physician Communication

E. Pain Management

F. Nurse Communication

G. Discharge Information

PROJECT 23: Plain

Community

Leadership: J. Fenicle

Start: 03/01/12 End: 12/31/12 PROJECT 24: Veterans' Health Care

Leadership: E. Johnson

Start: 04/01/12 End: 03/31/12

Monitored Projects: Information Services and Patient Navigation

RESOURCE TEAM

Organizational Development

Public Affairs and Marketing

Administrative Fellow

Administrative Support



Project History

Team Structure

- Lean methodology
 - A3 Development
 - Current Conditions
 - Goals and Targets
 - Proposed Countermeasures



Gemba Walks

Patient and Family Advisory Council

- Interviews with patients, family, staff, providers
 - Structured interview tool



Content

- Language
- Care Team
- Allergies
- Diet
- Activity
- Learning



Content (continued)

- Tests and procedures today
- Tests and procedures yesterday
- Blank space for notes
- Medications
 - Scheduled
 - PRN's (as needed)
 - Discontinued



Other Considerations

- How the data gets there
- Font size
- Readability
- "Pretty"
- Blank space

Lehigh - ROADMAP - Review of Patient Daily Medical Actions and plans -- Webpage Dialog ROADMAP Review Of All My Daily Medical Actions and Plans Run Date: October 5, 2012 2:12PM WILSONTEST, Janice Lehigh Valley Hospital Allentown, PA Admit date: September 27, 2012 Room: 6CP16B Unit: 6CP Lehigh Valley Hospital - Muhlenberg MRN: 01001627 ACCT#: 300676285 Bethlehem, PA I prefer to speak: · english abdominal pain Reason I'm here: My care team Dr. charge Doctors in charge of my care: Other care team members: Admitting: LEVICK, DONALD L, Pediatrics Other: PASTORAL, DEPT Allergies and Diet • BARIUM My allergies: METRONIDAZOLE Peanut & Peanut Derivatives · 4-5 Gram Sodium No Added Salt My diet: What I'm allowed to do · Activity/Mobility Protocol START LEVEL 1-BEDBOUND, TARGET LEVEL 5-INDEPENDENT What I need to do and learn about today · review reasons for heart failure



Standard Work

Patient education during Warm Welcome

Key Words at Key Times

0700 RN Bedside Shift Report

New ROADMAP every day

Qualitative Metrics

Patient and Family Comments

Observations of Standard Work

ROADMAP Review Of All My Daily Medical Actions and Plans Run Date: February 17, 2012 5:50AM Run Date: February 17, 2012 5:50AM	
Admit date: February 16, 2012 Room: 719 Unit: 7TM MRN: + ACCT#:	Lehigh Valley Hospital Allentown, PA Lehigh Valley Hospital - Muhlenberg Bethlehem, PA
I prefer to speak: • english Reason I'm here:	peasefix! where did this cornefron
My care team Attending: RANA, HIRA Doctors in charge of my care: Other care team members: Admitting: R	second.
My allergies: ON No Known Allergies My diet: ON CCM Diabetic Hi Fibe Personal peccalists & Card	er Diet. Lames.
What I'm allowed to do PRCL-Activity/Mobility Protocol ACT-Activity as tolerated	Wvologist Dr.
	Needs to be walked!
What I need to do and learn about today You have no scheduled activities—Yikes	Nicas En Court
What I need to do and learn about today You have no scheduled activities Yilled Tests and procedures planned for today Lab:	Wy'
Tests and procedures planned for today Lab: BMP (Basic Metabolic Panel) - A group of kidneys blood sugar, electrolyte and acid	of tests to examine the current status of your l/base balance. The general health status and to screen for and

LETTERS

LVH staff offers thoughtful care to patient

My 91-year-old mother-in-law, was admitted on July 21 to Lehigh Valley Hospital-Cedar Crest through the emergency room and had arrived via ambulance from Luther Crest in Allentown, where she resides. She had taken a hard fall on the day before while proceeding through the hallways at Luther Crest using her walker. Her pain the following morning prompted us to call 911 for her transport to LVH. The fall had resulted in her fracturing a vertebra in her lower spine. She was treated until her release on July 27.

My family, my mother-in-law and I want to express our sincere gratitude for all of those members of the LVH staff who were in contact with her during her stay. The staff was always attentive, gracious, warm and friendly. Our questions never went unanswered. A written summary was provided daily to describe all of the treatments, tests, test results and medications that were given during the preceding day. So there was never any doubt about her care because we were always aware of her progress. So, a big "thank you" to the staff at LVH-Cedar Crest.

Quantitative Metrics Pilot Unit Outcomes

Patient Satisfaction Surveys

Pre- Post Staff Survey Results

Feed Forward

- Med/Surg and Step Down
- Critical Care
- Women and children
- Spanish ROADMAP
- Outpatient areas
- TSU

Questions?

THANK YOU!

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Cedar Crest 17th Street Muhlenberg Health Centers